
1054 - Principal Business Analyst

CAD Project Manager

Recruitment #TEX-1054-113181

DEPARTMENT Police
ANALYST Orla Petirs
DATE OPENED 7/26/2021 08:00:00 AM
FILING DEADLINE Continuous
SALARY \$61.89 - \$77.85/hour; \$10,727.00 - \$13,494.00/month; \$128,726.00 - \$161,928.00/year
JOB TYPE Temporary Exempt

INTRODUCTION



ANNOUNCEMENT UPDATED 7/28/2021 TO REFLECT NEW CONDITION OF EMPLOYMENT

CONDITION OF EMPLOYMENT: All City and County of San Francisco employees are required to be vaccinated against COVID-19 as a condition of employment. For details on how it is applicable to your employment, please [click here](#).

San Francisco Police Department

1054 Business Analyst – Principal (Project Manager) TEX-1054-113181

Applicants are encouraged to file immediately as this recruitment may close at any time, but no earlier than Monday, August 9, 2021.

Appointment Type:

This is a Temporary Exempt (TEX) appointment not to exceed three (3) years. This position is exempt from Civil Service Commission rules pursuant to the City and County of San Francisco, Charter Section 10.104, and incumbents are considered “at will” and serve at the discretion of the Appointing Officer.

Who We Are:

The San Francisco Police Department was established in 1849 and continually strives to become a more effective, inclusive and modern police department, while earning the trust and pride of those we serve and those who serve. Our goal is to reflect on current SFPD initiatives, assess best practices across the country, and evaluate the changing environment in policing and within the City to arrive at a strategy statement that the Department and our community can embody every day.

The San Francisco Police Department stands for Safety and Respect for All. We will engage in just transparent unbiased and responsive policing. We will do so in the spirit of dignity and in collaboration with the community. And we will maintain and build trust and respect as the guardians of Constitutional and human rights.

The San Francisco Police Department is committed to excellence in law enforcement and is dedicated to the people, traditions and diversity of our City. The department provides service with understanding, response with compassion, performance with integrity and law enforcement with vision. The department has grown into a nationally known police department providing law enforcement services to one of the most recognized cities in the United States.

Positions Description:

The San Francisco Police Department (SFPD) is seeking a proficient business analyst and experienced project manager to work in the Technology Division to perform project management and administrative aspects of the Department of Emergency Management (DEM) Computer-Aided Dispatch (CAD) Replacement Project. This includes meetings facilitation, requirements gathering, documentation and management, business process definitions, validating functional specifications for as-is and to-be workflows, and contract administration responsibilities for the overall project.

As a proponent of SFPD, this position supports the SFPD perspective while working in close collaboration with DEM, Department of Technology, Fire Department and numerous other departments, as the primary project manager for SFPD involving various technology systems ranging from data warehousing, mobile systems, regional data sharing, and many other critical CAD 911 system-wide integrations.

Under general direction, the CAD project manager oversees the more difficult and complex aspects of the software development life cycle, including needs analysis, cost-benefit analysis, structured systems analysis and design, feasibility analysis, technology and software assessment, and telecommunications needs analysis.

The essential responsibilities and duties for this position include, but are not limited to, the following:

- Primary Liaison and Point of Contact for the SFPD to DEM for coordination of resources, access, program management, technical information, support and stakeholder communications
- Advocate for the necessary SFPD tools to support operations and workflows
- Collaborate with all stakeholders to build a unified, high quality public safety solution for the City and County of San Francisco
- Review and gain approval for all procurement and implementation activities within the corresponding department
- Support all activities to develop and maintain stakeholder project awareness, engagement, and buy-in
- Hosting and managing department and cross-departmental meetings, developing agendas
- Designing, developing and implementing new systems to support departmental activities setting the scope, boundaries and objectives for system functions interfaces based on departmental needs
- Research and evaluate SFPD CAD systems, tools and data
- Ensure department interface requirements are understood, documented, implemented and maintained for current system, during transition, and for the future systems(s)
- Provide technical support to implement, test and operate a CAD system
- Contribute, comment and gain approval for all CAD Replacement MOUs and contracts
- Document, advocate, and support organizational process review and organizational change management related to CAD, Mobile CAD, dispatch operations and dispatch response operations.
- Provide ongoing project management support and resolve problems as needed and prepare timely, accurate, and meaningful project reports for management;
- Prepare test plans, documentation and training materials, and work with vendors to prepare technical specifications and scopes of work;
- Establish and maintain good working relations with department personnel, staff, vendors, peers, and management;
- Effectively represent the SFPD at strategic or complex customer meetings, or city events in a professional manner;
- Perform related duties and responsibilities, as assigned

MINIMUM QUALIFICATIONS

1. **Education:** An associate degree in computer science or a closely related field from an accredited college or university OR its equivalent in terms of total course credits/units [i.e., at least sixty (60) semester or ninety (90) quarter credits/units with a minimum of twenty (20) semester or thirty (30) quarter credits/units in computer science or a closely-related field]. **AND**
2. **Experience:** Five (5) years of experience in the information systems field, including system analysis, business process design, development and implementation of business application solutions or IT project management.

Substitution: Additional experience as described above may be substituted for the required degree on a year-for-year basis (up to a maximum of two (2) years). One (1) year is equivalent to thirty (30) semester units / forty-five (45) quarter units with a minimum of 10 semester / 15 quarter units in computer science or a closely related field.

Note: Falsifying one's education, training, or work experience or attempted deception on the application may result in disqualification for this and future job opportunities with the City and County of San Francisco.

Applicants MUST demonstrate their experience, knowledge and responsibilities described above in the employment record section of the City application.

Verification: Applicants may be required to submit verification of qualifying education and experience at any point during the recruitment and selection process. If education verification is required, information on how to verify education requirements, including verifying foreign education credits or degree equivalency, can be found at <https://sfdhr.org/how-verify-education-requirements>

A resume does NOT substitute for this section of the City application.

HOW TO APPLY

Applications for City and County of San Francisco jobs are only accepted through an online process. Visit www.jobaps.com/sf to register an account (if you have not already done so) and begin the application process.

- Select the desired job announcement
- Select "Apply" and read and acknowledge the information
- Select either "I am a New User" if you have not previously registered, or "I have Registered Previously"
- Follow instructions on the screen

Computers are available for the public (from 8:00 a.m. to 5:00 p.m. Monday through Friday) to file online applications in the lobby of the Dept. of Human Resources at 1 South Van Ness Avenue, 4th Floor, San Francisco.

Applicants may be contacted by email about this announcement and, therefore, it is their responsibility to ensure that their registered email address is accurate and kept up-to-date. Also, applicants must ensure that email from CCSF is not blocked on their computer by a spam filter. To prevent blocking, applicants should set up their email to accept CCSF mail from the following addresses (@sfgov.org, @sfdpw.org, @sfport.com, @flysfo.com, @sfwater.org, @sfdph.org, @asianart.org, @sfmta.com, @sfpl.org, @dcyf.org, @first5sf.org).

Applicants will receive a confirmation email that their online application has been received in response to every announcement for which they file. Applicants should retain this confirmation email for their records. Failure to receive this email means that the online application was not submitted or received.

All work experience, education, training and other information substantiating how you meet the minimum qualifications must be included on your application by the filing deadline. Information submitted after the filing deadline will not be considered in determining whether you meet the minimum qualifications.

Applications completed improperly may be cause for ineligibility, disqualification or may lead to lower scores.

If you have any questions regarding this recruitment or application process, please contact the exam analyst, Orla Petirs, by telephone at 415-837-7362, or by email at orla.petirs@sfgov.org

SELECTION PLAN

Minimum Qualification Supplemental Questionnaire (Weight: Qualifying)

Candidates will be prompted to complete a Supplemental Questionnaire as part of the online employment application. This Minimum Qualification Supplemental Questionnaire is designed to obtain specific information regarding an applicant's experience in relation to the Minimum Qualifications for this position. Applicants must also complete the official application. It is essential that applicants provide complete information in identifying their education, experience and training. The Minimum Qualification Supplemental Questionnaire will be used to evaluate if the applicant possesses the required minimum qualifications.

Background Investigation

Prior to employment with the San Francisco Police Department, a thorough background investigation will be conducted to determine the candidate's suitability for employment. The investigation may include, but not be limited to: criminal history records, driving records, drug/alcohol screening, and other related employment and personal history records. Reasons for rejection may include use of controlled substances and alcohol, felony conviction, repeated or serious violations of the law, inability to work with co-workers, inability to accept supervision, inability to follow rules and regulations or other relevant factors. Candidates may be required to undergo drug/alcohol screening, and must clear Department of Justice and Federal Bureau of Investigation fingerprinting. Criminal records will be carefully reviewed; candidates who do not report their complete criminal records on their applications will be disqualified. Applicants will be fingerprinted.

CONVICTION HISTORY

As a selected candidate for a job, you will be fingerprinted, and your fingerprints will be sent to the California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). The resulting report of your conviction history (if any) will be used to determine whether the nature of your conviction (or arrest, in limited circumstances) conflicts with the specific duties and responsibilities of the job for which you are a selected candidate. If a conflict exists, you will be asked to present any evidence of rehabilitation that may mitigate the conflict, except when federal or state regulations bar employment in specific circumstances, such as:

- Candidates for positions with the Unified School District and the Community College District may be disqualified from consideration should their conviction history not meet the standards established under the California Education Code.
- Candidates for positions with the Recreation and Park Department may be disqualified from consideration should their conviction history not meet the standards established under California Public Resources Code 5164.

Having a conviction history does not automatically preclude you from a job with the City.

If you are a selected candidate, the hiring department will contact you to schedule a fingerprinting appointment.

DISASTER SERVICE WORKERS

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

CONCLUSION

Terms of Announcement:

Applicants must be guided solely by the provisions of this announcement, including requirements, time periods and other particulars, except when superseded by federal, state or local laws, rules or regulations. Clerical errors may be corrected by the posting the correction on the Department of Human Resources website at www.jobaps.com/sf.

The terms of this announcement may be appealed under Civil Service Rule 111A.35.1. The standard for the review of such appeals is 'abuse of discretion' or 'no rational basis' for establishing the position description, the minimum qualifications and/or the certification rule. Appeals must include a written statement of the item(s) being contested and the specific reason(s) why the cited item(s) constitute(s) abuse of discretion by the Human Resources Director. Appeals must be submitted directly to the Executive Officer of the Civil Service Commission within five business days of the announcement issuance date.

Requests:

Applicants with disabilities who meet the minimum eligibility requirements for this job announcement can find information on requesting a reasonable ADA Accommodation at: <http://sfdhr.org/information-about-hiring-process#applicantswithdisabilities> Applicants with disabilities who might need accommodations during the application and selection process should contact the SFPD ADA Coordinator Penny Si at (415) 837-7221.

General Information concerning City and County of San Francisco Employment Policies and Procedures:

Important Employment Information for the City and County of San Francisco can be obtained at <http://sfdhr.org/information-about-hiring-process> or hard copy at 1 South Van Ness Avenue, 4th Floor.

Copies of Application Documents:

Applicants should keep copies of all documents submitted, as these will not be returned.

Right to Work:

All persons entering the City and County of San Francisco workforce are required to provide verification of authorization to work in the United States.

Issued: XX, XX, 2021
Carol Isen
Human Resources Director
Department of Human Resources
Recruitment ID Number: TEX-1054-113181
POL/OP/415-837-7362

BENEFITS

All employees hired on or after January 10, 2009 will be required (pursuant to San Francisco Charter Section A8.432) to contribute 2% of pre-tax compensation to fund retiree healthcare. In addition, most employees are required to make a member contribution towards retirement, ranging from 7.5%-13.25% of compensation. For more information on these provisions, please contact the personnel office of the hiring agency.

For more information about benefits, please [click here](#).

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